

City of Chattanooga, TN
Personnel Class Specification

Class code 0101

FLSA: Non-Exempt

CLASSIFICATION TITLE: BENEFITS ASSISTANT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to assist City employees and retirees with insurance needs as they relate to medical, dental, life and/or on-the-job injury. Duties and responsibilities include, but are not limited to: coordinating the City's wellness program; updating medical, life and dental insurance documents and forwarding to appropriate agencies; coordinating COBRA enrollments; and performing other duties as required.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Updates and maintains medical, life and dental insurance forms and documents for City employees and retirees; ensures accuracy and completeness of forms prior to processing; reviews and forwards to appropriate agency.

Coordinates the enrollment into COBRA upon termination from employment with the City; ensures compliance with and follows all federal, state and local laws pertaining to waiting periods, qualifications, and other related issues for COBRA candidates; maintains complete records for employee files.

Explains medical, life and dental insurance programs to new employees during employee orientation; answers questions and provides information regarding insurance issues; assists employees with enrollment into selected programs; submits completed and proper forms to insurance agencies for processing; maintains records for employee files.

Coordinates the city-wide wellness program; cooperates with occupational nurse and/or medical staff and supervisors to determine appropriate materials and/or training issues.

Prepares, types, and/or edits various letters, correspondence, memoranda, reports and/or other documents as required; reviews for accuracy and files according to departmental policies.

Orders office and/or other supplies for the department as required; prepares requisitions; processes payments and submits to vendors accordingly.

Performs various duties relating to the on-the-job injury program; reviews medical evaluations for cases of on-the-job injury; updates report as necessary; makes recommendations and discusses with case manager; files copies as necessary.

Coordinates telephone services and/or repairs for the department; receives complaints from departmental staff; refers complaints to vendor; ensures timely response to request for repair and/or service.

Serves as liaison between insurance company and employees during medical disputes; provides pertinent information and answers questions as required.

Designs brochures, flyers, newsletters and other various documents for different departmental and City events as required by supervisor.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by one (1) to two (2) years previous experience and/or training involving accounting functions, clerical and/or administrative duties, and/or business-related areas; any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.